

# DTS-W NEWSLETTER



EDITION 5

JANUARY 1999



**MICHAEL A. NEWTON**  
DIRECTOR, DTS-W



## Message from the Director

I would like to wish our customers a Happy New Year as we move into 1999 and to thank all of you for your patience in 1998 during three critical initiatives undertaken by DTS-W. First, our efforts last year with Business Process Re-engineering (BPR) should begin to bear fruit in late Spring/early Summer as we begin to implement efficient processes that should result in a more customer focused DTS-W. Secondly, the adoption of the TEMPO Affinity program in October resulted in a stabilized TEMPO line rate of \$24.66 for FY99. Thirdly, our transition to SkyTel pagers in November and December was a success, in large measure due to your cooperation.

Calendar year 1999 should prove to be challenging in at least two key areas. We will shortly issue a TSCO memorandum advising you of DTS-W's latest Y2K efforts. We have made substantial progress in many key areas that will ensure continuity of operations on 1 January 2000 and beyond. Regarding the Re-compete efforts to replace TEMPO and Fort Belvoir TMP, DISA will be asking for your active participation and support of the New DISN NCR MAN. I urge you to take this opportunity to make your requirements and concerns known to the DISA PM Office.

The DTS-W staff looks forward to working with you in the New Year.

Michael A. Newton  
Director

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Enclosed with this edition of the Defense Telecommunications Service – Washington Newsletter is information from the Bell Atlantic Operating Systems Control (BAOSC) User Group (BUG) entitled the “BAOSC Corner”. This information along with the information included in the Newsletter may impact your telecommunication services. Please retain copies of the Newsletter for your reference. **To ensure that the Newsletter remains informative, we ask that you submit questions, comments, or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans and Operations Branch. Electronic responses may be submitted to [petersrm@dtsw.army.mil](mailto:petersrm@dtsw.army.mil) or Ms. Rene’e Peters @ 703 696-7880. Comments can also be mailed to:**

DTS-W NEWSLETTER  
ATTN: PLANS AND OPERATIONS BRANCH  
DEFENSE TELECOMMUNICATIONS SERVICE – WASHINGTON  
1700 NORTH MOORE STREET, SUITE 1475  
ARLINGTON, VA 22209 - 1903

## AS DTS-W EVOLVES

DTS-W, for the past year has been in partnership with the consulting firm of Booz Allen & Hamilton, in an effort to enhance and improve the way we do business. The combined energy of Booz Allen & Hamilton and DTS-W has enabled us to identify and produce a model of the “AS IS Funding Process” complete with flowcharts and documentation. These products will serve as tools to measure the efficiency of the current processes as well as processes which will be implemented in the near future. The current processes are the result of collective efforts to address the challenges we face today. However, we must solicit the ideas and wishes of the customer base in order to provide a high level of customer support.

The team from Booz Allen & Hamilton has researched private sector telecommunications companies in an effort to present the best solutions to the problems faced by DTS-W customers, regarding funding services. In the months to come, DTS-W will be contacting our customers to participate in workgroups, where existing problems will be discussed as well as possible solutions.

Among the Reengineering efforts, the new system will:

- Allow the customer free access to account information on a daily basis via our website.
- Tools will be provided to allow customers to see not only prices of new equipment, but also, how

purchases will impact fiscal year totals.

- Detailed account inventory information, as well as costs.
- Trend analysis to allow the customer to budget costs for prior years use for comparison/projections.
- Instant recalculation of budget estimate for current fiscal year.
- Form 20, alternate methods of transferring funding to DTS-W are still under consideration.

These are potential solutions and are still under review by DTS-W and Booz Allen & Hamilton for use in the “TO BE Process”.

DTS-W is committed to being the telecommunications provider of choice in the NCR, and we encourage customer participation.



**DTS-W  
EVOLVES!**

## DTS-W Moves Forward with Business Process Reengineering (BPR)

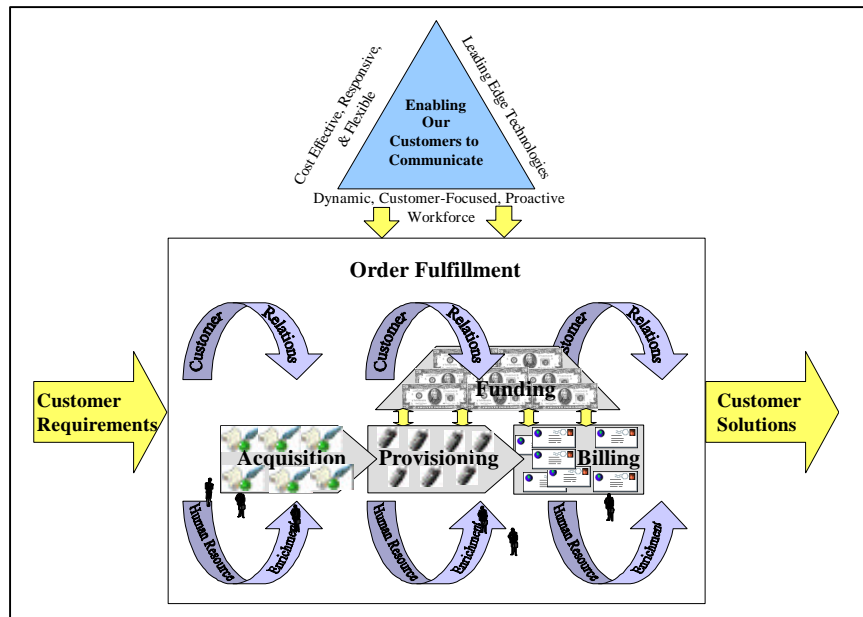
**D**TS-W met with small teams of TSCOs in December to solicit ideas, comments and feedback of its future business process system. As a result of the fall 1997 customer survey, DTS-W chose to thoroughly review our business processes. Since June 1998, we have studied six areas of interest, know as the Major Focus Area (MFA). Six teams comprising DTS-W, Defense Supply Service-Washington (DSS-W) Resource Services-Washington (RSW) and contractor personnel looked at the Acquisition, Provisioning, Billing, Funding, Customer Relations/Awareness and Human Resource Enrichment business processes.

The diagram below depicts how the six MFAs currently combine to support customer "Order Fulfillment". Several deep-seated issues are laid open for inspection using this model. For one, our system lacks a formalized feed back loop extending from "resulting customer solutions" back through the order fulfillment process and anchoring at "customer requirements". Secondly, the funding process is a displaced side bar activity rather than directly on the critical path. A third element is that our down-stream billing and funding inadequacies might well be caused by up-

stream glitches in acquisition, provisioning and customer relations. We learned other lessons from this model too. But, that's another day's article.

What is important, is that the new DTS-W business process will target flaws found in the present business process system. Each MFA cross-functional team is now exploring ways to improve its particular aspect of the "Order Fulfillment" process.

Some teams will have completed their customer-reviews by the time this article gets into your hands (ie. Provisioning finished on 7 January). If you would like to participate in an upcoming focus



group, please contact the MFA Champion below:

Acquisition & Contracting Sources	Mr. Bill Henry	(703) 696-8649	<a href="mailto:HenryC@dtsw.army.mil">HenryC@dtsw.army.mil</a>
Billing	Ms. Darline Wright	(703) 696-7878	<a href="mailto:WrightE@dtsw.army.mil">WrightE@dtsw.army.mil</a>
Funding	Ms. Audrey Randall-Hawley	(703) 696- 8816	<a href="mailto:HawleyA@dtsw.army.mil">HawleyA@dtsw.army.mil</a>
Customer Relations/Awareness	Mr. Ferdinand Thomas, Jr.	(703) 696-8654	<a href="mailto:ThomasF@dtsw.army.mil">ThomasF@dtsw.army.mil</a>

For information on the provisioning process please contact Mr. John Maditz on (703) 696-8646 [MaditzJ@dtsw.army.mil](mailto:MaditzJ@dtsw.army.mil). To find out what DTS-W has discovered in the Human



Resource Enrichment area contact Mr. Tom Moore on (703) 696-8645 [MooreT@dtsw.army.mil](mailto:MooreT@dtsw.army.mil). If you wish general information regarding the BPR process, then please contact Ms. Jenny Broadus on 696-7881, [BroadusJ@dtsw.army.mil](mailto:BroadusJ@dtsw.army.mil); or Mr. John Ball on 696-7881, [BallJ@dtsw.army.mil](mailto:BallJ@dtsw.army.mil).



**From Left to Right...**

**Dorothy Dozier-Williams, SAM**

**SSgt Jones, DIA**

**Ruth Starr, DISA**

**Valorie Evans, SAM**



### **Customer Reviews**

**From Left to Right.....**

**Johnnie Slaughter, DISA**

**Robert McCrosky, OIG**

**Briefer, BA&H  
Nicole Hamilton**

## **FACSIMILE SERVICE CONTRACT**

The Facsimile Equipment Contract was not renewed for Defense Telecommunications Service-Washington users. During the past year there were only 12 request to purchase Facsimile machines from the contract. The contractor opted not to exercise the last year of the contract because of limited use. The Government agreed and terminated the contract. For those personnel in the National Capital Region (NCR) who need Facsimile machine replacement, can make purchases with a credit card. For additional information, please contact Ms. LaRose Newton on (703) 696-8648 or E-mail [NewtonL@dtsw.army.mil](mailto:NewtonL@dtsw.army.mil).

## **PAGING SERVICE FOR DoD CUSTOMERS IN THE NCR**

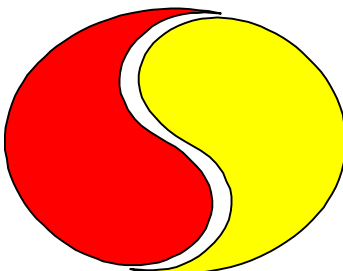
The PageNet Contract which supplied paging service to Defense Telecommunications Service-Washington (DTS-W) customers was in its last option year and expired 31 December 1998. At that time, service was discontinued to DTS-W customers. DTS-W now receives paging service from SkyTel Paging. The agreement was signed between the Government and GTE Government Services, as primary contractor, with subcontractor, SkyTel, providing paging service to DTS-W customers in the NCR. This contract offers a variety of services. For more information, and to convert your paging service from PageNet to SkyTel, please contact, Ms. Theresa Wood on (703) 696-0035 or E-mail, [woodt@dtsw.army.mil](mailto:woodt@dtsw.army.mil)

## **FTS 2000 CONTRACT EXTENSION**

The General Services Administration (GSA) has awarded a two-year extension of its FTS 2000 long distance telecommunications contract with AT&T. This extension will permit an orderly transition from the 10 year old FTS 2000 contract to the soon to be awarded FTS 2001 contract(s). Prices under the contract extension remain virtually unchanged. For additional information, please contact the Network Services Division at (703) 696-8666.

## **DISCONTINUANCE OF X.25 PACKET SERVICES ON FTS 2000**

General Services Administration (GSA) was recently informed by AT&T, that they will no longer accept new orders for X.25 Packet Switching Services. Any existing X.25 services will be supported through September 1999. It is recommended that all agencies review their existing X.25 Services for transition to Frame Relay. For additional information, contact Network Services Division at (703) 696-8666.



## **RESTRUCTURING OF SERVICE TYPES**

In an effort to stabilize line costs for our customers, DTS-W has negotiated a modification, called Affinity, to the TEMPO contract. This new billing scheme will set a fixed price for dialtone to all customers on the TEMPO network. In addition, it creates an umbrella for billing the monthly recurring charges associated with switched lines that were previously billed separately to DTS-W and then rolled into the common charges service type and prorated to our customers. The service type for switched lines is 252 and will not be changed.

### ***SWITCHED LINES                  SERVICE TYPE 252***

The structure under the realignment effort includes the following elements:

<b>Service Type</b>	<b>Description</b>	<b>\$ Per Month</b>
253	-switch components	\$18.91
227	-local loops	3.02
252	-SEAT	.85
253	-BAOSC RTU	.83
252	-Misc. Maint. (DO 722)	.40
258	-SMC space (System Management Center	.37
297	-SMC Maint.	.49
255	-CAOS Maint. (Operator consoles)	.22
257	-CIS Maint. (Custom Intercept System)	.06
274	-Site Prep Maint.	.03
299	-Pent. /Annex Maint.	1.48
	-Minus \$2.00 per line discount (fy99)	-2.00
		<hr/> <b>\$24.66 (TEMPO)</b>

Many of the service types listed above have not appeared on your 4445R. They have previously been applied through the common charges prorate service type, 253. With the new billing, all of these charges will be applied under service type 252 and will stabilize your line cost at \$26.66 per line, per month. In addition, the agreement with Bell Atlantic will give a \$2.00 credit per line per month for the first year, making your cost \$24.66 per line per month through FY 99.

### ***COMMON CHARGES                  SERVICE TYPE 253***

The charges associated with the operation of DTS-W will be billed under **253, Common Charges.** The elements billed under this service type will include:

Total estimated monthly cost per line for the following is **\$6.00**

- Payroll
- Training
- Travel
- Supplies

The elements below will also be included in the COMMON CHARGES, 253 billing.

- Hardware/software
- Contractor support

- Telecommunications System (TCS) for billing system support
  - Mitre (Analytical support)
  - Booze Allen & Hamilton (Business Process Reengineering)
- Cost for contractor support is **\$1.70** per line per month

**The total cost for common charges are:                      \$7.70 (TEMPO AND BELVOIR)**

The charges included in the COMMON CHARGES were previously billed under service type 272, DTS-W overhead. Service Type 272 will no longer be used. It has been deactivated within the system.

**NETWORK MISC CHARGES                      SERVICE TYPE 311**

These charges were previously billed under 253 common charges.  
The new service type, **311, Network Misc Charges** will include these elements:

-CIS LTOP	\$ .29
-Infrastructure LTOP	.74
-Infrastructure Maintenance	.11
<hr/>	
	\$1.14 (TEMPO)

In our continuing effort to provide the most efficient, effective services, DTS-W has restructured the service types to assist you with budgeting more accurately in the out years and make your bill more understandable in the future. In addition, we have implemented quality controls within the agency by assigning a dedicated staff to review and validate all charges that are prorated to the customer on a monthly basis.

**NEW REQUIREMENT FOR NATIONAL CAPITAL REGION CUSTOMER BASE**

**DISN NCR MAN PROGRAM MANAGEMENT Service type 312**

DTS-W has been mandated by the Office of the Secretary of Defense, C3I to share in the costs associated with the DISN NCR MAN Program Management Office for the development and implementation of the National Capital Region Metropolitan Area Network. In order to monitor the costs and to easily identify the expenditures, it was necessary to develop a new service type. The charge for this service type will be prorated to the customer based on line count. DTS-W began billing for this requirement in December 98, and will bill each of the remaining months of FY99 to the customers in the NCR. This service type will appear as a separate line item on the 4445R and will carry the above description for that service type.

As always, our staff will be available to provide any further information that you may require on this new service type.





## **CALLING CARDS/TOLL FREE SERVICE**

DTSW is continuing to transition from the International Switched Voice Service (ISVS) Contract with MCI to the International Direct Distance Dialing Contract (ID3) with AT&T. Network Services Division is providing this information to clarify the transition of the calling cards. It is necessary to replace all MCI Calling Cards with the new AT&T Calling Card immediately. To assist you in the future regarding calling cards and toll free service the Network Services Division has prepared a list of the most frequently asked questions regarding calling cards and toll free service:

Q. When will I be able to receive the new calling cards?

A. Upon receiving your written request, the order will be processed. The TSCO will be notified that the cards are ready for pick up. Upon receipt of the new ID3 calling cards you are to issue immediately to your users.

Q. Will DTSW automatically disconnect the old cards?

A. No. Your old cards will not be automatically disconnected. The TSCO must notify NSD when to disconnect.

Q. Who is authorized to pick up calling cards?

A. A TSCO or the Alternate TSCO is authorized to pick up cards. In some instances the TSCO can authorize in writing a courier to pick up cards.

Q. Can there be multiple users to a card?

A. Absolutely not, one card per user. There is no charge for the card, you are charged when the card is used. The Network Fraud Department looks at this as potential fraud.

Q. What is the cost of installation of a toll free number?

A. There is no installation charge for a toll free number. There is a monthly recurring charge (MRC) of \$35.00 plus the usage. The more the number is used the cheaper the usage.

Q. What's the turn around time for a toll free number?

A. The turn around time for the installation of a toll free number will take 30 - 45 business days.

Q. Does DTS-W issue and arrange the hunt group?

A. No. The TSCO will have to contact their Bell Atlantic Representative to arrange the hunt group set up.

Q. Can a customized toll free number be requested?

A. Yes. The TSCO may submit a customized number. DTSW will contact AT&T to see if the number is available. If the number is available it will be reserved for 45 days.

Q. Can a toll free number be transferred from one BAC to another BAC?

A. The TSCO should contact their Account Manager to transfer the terminating number from one BAC to another BAC. The toll free number will automatically move with the terminating number. Contact your Account Manager to coordinate this action.

Contact Ms. Nellie J. Chapman, 703-696-8661 for any questions or comments.

# DTS-W PRESENTS ...

**tscO forum 99!**

**DTS-W will host its Annual TSCO Forum, Tuesday, March 2, 1999, at Bolling Air Force Base, Officer's Club, South Capitol & Portland STs. SE, Washington, DC, (off I 295) 8:00am – 2:00pm.**

**This is your opportunity to hear first hand about the evolvement of DTS-W, Y2K, DISN MAN NCR and much more.**

**Pre-registration is required. Please contact Ms. Rene'e Peters for special needs and to confirm registration NLT 22 February 1999 @ (703) 696-7880 via e mail, [petersrm@dtsw.army.mil](mailto:petersrm@dtsw.army.mil)**

- **Transportation will be provided from the Pentagon via Rosslyn to BAFB upon request.**



DTS-W continues to redesign and update the **Website..**

**Design,** new design created, using Corel Draw 8.0, MS FrontPage 98, MS Power Point 98, Adobe Photo Shop 4.0, Adobe Office Suite and Java.

**DTS-W Organizational Chart and Division Information,** the Organizational chart has been recreated using a combination of MS PowerPoint 98 & MS FrontPage 98. It also has links built into it that will navigate the viewer to the appropriate site information.

**E-mail Section,** has been combined into one page instead of separate divisions. Some bookmark links have been added to make navigation easier.

**Help Desk Section,** is still under construction. It currently has links to three sub pages that included Frequently Asked Questions (FAQ's), Feedback and Customer Satisfaction Survey page. All three of these sub pages are also under construction.

**Information and Publications** contain the DTS-W Handbook, Mission Statement and Strategic Plan. The handbook was taken from the "old" site and combined into one file. DTS-W Mission Statement has been added as a sub page and to the home page. The Strategic Plan has been converted to an Adobe Acrobat Reader file (.pdf) using Acrobat Distiller and can be viewed using Adobe's free Acrobat Reader software.

**Links Section,** includes links to various government and civilian websites, including US Army's.

**Newsletter Section,** has newsletters from 1998. These files are available in MS Word 98 .doc format and were converted into .pdf format using Adobe's Acrobat Distiller. The January 1998 newsletter would not convert due to the intense graphics.

**TSCO Memo Section** remains the same. It contains 13 March 1998, 28 April 1998, 5 May 1998 and 7 May 1998 memos. They're in MS Word and Adobe Acrobat formats. These files converted perfectly into .pdf format.

**WebMaster Section:** E mail link to send questions, comments or suggestions to Robe'rt Palmer, [palmerr@dtsw.army.mil](mailto:palmerr@dtsw.army.mil) or Zanette Aziz, [azizz@dtsw.army.mil](mailto:azizz@dtsw.army.mil)

## DISN 2000 NCR MAN

DTS-W and DISA established a joint Program Management Office (PMO) in order to acquire, implement and operate the proposed Defense Information System Network 2000 national Capitol Region Metropolitan Area Network (DISN 2000 NCR MAN). Currently the DISN 2000 NCR MAN PMO is focused on collecting customer requirements for subsequent contractual inclusion, as well as developing operational processes.

In order to effectively collect your requirements and establish the operational processes, the DISN 2000 NCR MAN 2000

needs your assistance. We have established a DISN 2000 NCR MAN Users Group. The Users Group will allow customers to jointly share information and solutions related to requirements and operational issues. The Users Group is scheduled to meet the first Wednesday of each month, at 1300 hrs, 1511 Leesburg Pike, Sky 5, Suite 100. You will be notified monthly, regarding agenda items.

The PMO is looking forward to participating with you as we migrate to a new telecommunications environment.

Questions may be addressed to Mr. Rush Williamson, (703) 681-1639



## NEW AREA CODE FOR NORTHERN VIRGINIA

Bell Atlantic recently announced that the Virginia State Corporation Commission (SCC) has approved a new “overlay” area code for Northern Virginia. Telephone Industry Studies indicate the 703 area code will require relief by the first quarter of calendar year 2000. The North American numbering plan Administrator will determine the new “overlay” code number and coordinate an implementation schedule with Bell Atlantic.

The “overlay” method means the same geographic area will have two area codes. All existing phone numbers will keep

the 703 area code. Upon exhaustion of available 703 numbers, new request for telephone numbers will be assigned the new area code. An “overlay” also means that all local calls will require ten-digit dialing. This will require reprogramming of automatic dialing equipment, and in some cases, upgrading of equipment to accept 10-digits. Additional information and implementation schedule for this new area code will be provided when it becomes available. If you have any questions concerning this new area code please contact Network Services Division at (703) 696-8666.

## BAC ABOLISHMENT

One of the most difficult processes, for DTS-W staff and customers, is BAC abolishment. Generally, the equipment/services held in an account have been accumulated over many years. We, however, tend to believe that accounts can be closed in a short time. DTS-W currently has a working group – whose members are exploring ways to streamline the process of abolishing a BAC. Your Account Manager will work with the DTS-W Resources Branch to insure a smooth transition. We ask the TSCOs to please be reminded of some specific responsibilities when an account is abolished:

- Insure all telephone lines, circuits, fax lines, pagers, cellular phones and calling cards associated with the account have been disconnected. Maintenance agreements and any other billable services associated with the account must also be terminated.
- A service order/service request must be placed with the service provider in order to disconnect these services. Your DTS-W Account Manager can assist you identifying what services or equipment should be disconnected.
- In some instances, you may wish to retain some services/equipment within the account. The retained services/equipment must be transferred to another account.
- When arrangements for termination or transfer of services have been completed, a written request to abolish the BAC must be sent to your Account Manager. The BAC will not be abolished until all final billing for the services/equipment has been cleared. As an alternative, you may wish to designate another BAC to cover final billing.





# BAOSC CORNER

## **BAOSC USER GROUP (BUG):**

Until further notice, the BUG will discontinue regularly scheduled meetings. Upon request, DTS-W and Bell Atlantic will continue to meet with agency Telecommunications Service Officers (TSCOs) and their designated representatives to address issues/questions relating to the BAOSC system/processes. To schedule an appointment, please contact Ms. Jackie Fowler at 703-696-8671 or fax a completed BAOSC USERS GROUP FORM (attached) to 703-696-8695.



## **ISDN WORKSHOPS and BAOSC TRAINING**

### **FORMER BAOSC USERS AND TRAINEES**

*Have you attended BAOSC training but have little experience using it? BAOSC Training Review* is available as a refresher for service order flow, basic keystroke, and line features. During this three-day class, you will review the functions for ordering service, changing features, and retrieving reports. This course requires a JON number to bill the \$625.00 cost to your BAC/LG. **The next class is scheduled for February 8-10.**

### **FIRST-TIME BAOSC USERS**

*Do you know what BAOSC can do for you?* BAOSC will help you save time and money on service orders; provide flow-through service for provisioning, inventory and maintenance; and generate reports for service orders, inventory and maintenance. Training is available for both ISDN and analog users.

The cost of the following classes is pro-rated by DTS-W for primary and alternate TSCOs (the first two courses are newly revised pre-requisites for BAOSC training):

- *Basic ISDN Concepts and Applications* January 21
- *Ordering ISDN for TEMPO - The Nuts and Bolts* January 22
- *BAOSC for TSCOs* February 1 -5

## **ISDN DATA APPLICATIONS WORKSHOP**

*Are you ready to learn about the data options available with ISDN?* The *ISDN Data Applications Workshop* offers both lecture and hands-on exercises for you to become familiar with ISDN design and networking options. The cost of \$230 per person will be billed to your BAC/LG via a JON number.

*Classes are scheduled as registrations meet the minimum class size. For all courses, call the TEMPO Training Coordinator at 703/816-4219 to gain course descriptions or be wait-listed for future classes.*

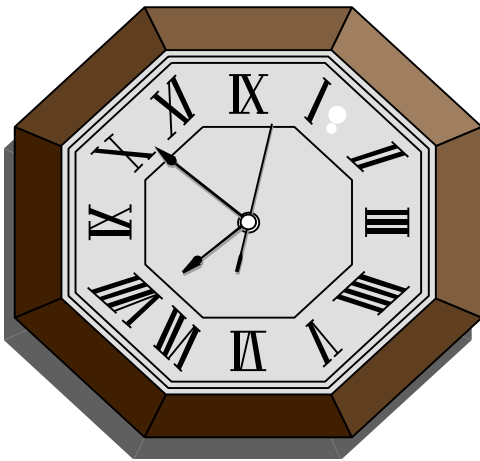
## **ISDN SET VIDEOTAPE AND CBT**

*Have new personnel joined your agency since your ISDN conversion and initial ISDN Set training?* A videotape and a CBT – computer-based training diskette in both PC and Mac versions – are now available to provide an overview of ISDN Set features and programmable functions. To obtain a copy of these materials, contact DTS-W Training Officer Ylonda Howard, 703/696-8642.

## **BELL ATLANTIC HOURS OF OPERATION**

**Monday through Friday**

- **BUSINESS OFFICE**                      **703-816-4655**                      **7:30 a.m. to 4:00 p.m.**



- **BAOSC HELP DESK**                      **703-816-4559**                      **7:00 a.m. to 4:00 p.m.**  
**Monday through Friday**

- **TEMPO REPAIR NO.**                      **703-693-2202**                      **24 hours per day**

- **BELL ATLANTIC CONTINUES TO OFFER TSCOs THE OPPORTUNITY TO VISIT THE BUSINESS OFFICE FOR ADDITIONAL "HANDS ON" ASSISTANCE IN THE USE OF BAOSC. ADDITIONALLY, BAOSC SUPPORT MANAGERS WILL MAKE "SITE VISITS" IF NEEDED. TSCOs ARE ENCOURAGED TO CONTACT THEIR ACCOUNT MANAGER OR THE DTS-W SMC OVERSIGHT OFFICE (696-8672) TO SCHEDULE AN APPOINTMENT.**

# **BAOSC USER GROUP (BUG)**

## **FORM**

\_\_\_\_\_ I would like a response to the following question(s).

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\_\_\_\_\_ I would like to schedule a visit with DTS-W and Bell Atlantic's BAOSC Support Staff.

### **The response should be forwarded to:**

NAME: \_\_\_\_\_

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

BAC: \_\_\_\_\_ LG: \_\_\_\_\_ PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

ON-LINE BAOSC (Y / N)    ISDN (Y / N)    ANALOG (Y / N)

Return form to:

Defense Telecommunications Service - Washington

1700 N. Moore Street, Suite 2350

Arlington, VA 22209

Attn: Jackie Fowler, Phone (703) 696-8671/ Fax (703) 696-8695

E	D	C	O	I	L	G	L	J	E	H	B	Q	C
P	W	R	E	D	O	M	A	I	M	E	R	R	F
R	R	E	G	A	P	P	N	J	B	O	O	A	I
O	T	S	H	A	R	I	N	G	O	U	D	P	S
P	E	R	P	S	E	E	V	E	S	T	H	P	R
O	B	N	E	O	R	M	N	K	S	B	O	L	E
R	N	T	E	P	R	I	M	I	I	O	M	I	S
T	C	A	K	U	O	S	G	Y	N	U	A	C	E
I	E	A	S	S	T	E	I	M	G	N	I	A	R
O	I	S	L	Y	A	R	A	E	W	D	N	T	V
N	P	M	U	L	P	B	A	J	N	O	T	I	E
A	E	E	L	E	E	I	R	L	R	B	E	O	P
T	J	A	P	O	B	R	E	E	D	T	N	N	O
E	C	Q	U	O	S	I	T	I	O	N	A	R	W
L	J	R	M	E	N	G	I	N	E	E	N	T	E
L	H	A	R	D	W	A	R	E	A	Y	C	I	R
I	T	R	A	N	N	O	I	S	E	T	E	L	L
T	R	N	G	G	H	R	M	U	S	I	S	N	L
E	Y	U	R	T	R	E	C	A	N	N	I	L	A
S	R	E	S	O	T	I	C	E	G	R	D	P	C
N	I	C	A	R	R	I	E	R	A	T	E	T	A
A	D	M	E	R	I	D	A	N	E	P	D	S	S
I	O	V	E	R	L	A	Y	V	K	K	M	E	S
T	Q	P	U	R	O	C	S	O	A	F	F	R	E
G	T	M	L	S	A	O	Y	I	Y	O	Q	W	M
A	C	Q	A	I	S	I	T	C	O	N	I	H	N
L	A	H	T	G	T	R	O	E	A	T	E	R	W
A	R	T	E	N	T	I	L	C	Z	A	E	H	O
N	U	N	L	N	N	S	O	O	V	E	E	P	D
A	W	A	B	Q	S	T	N	U	E	H	U	M	L
T	J	L	B	P	L	S	H	P	X	T	R	P	L
G	C	P	I	T	R	A	C	L	A	P	A	R	U
E	M	A	N	L	R	O	S	E	E	C	O	R	P
L	E	A	S	E	D	C	I	R	C	U	I	T	A

**EMBOSSING**  
**VOICE COUPLER**  
**PULL DOWN**  
**COIL**  
**MERIDAN**  
**NEUTRAL**  
**NOISE**  
**PRODIGY**  
**SHARING**  
**PROPORTION**  
**MOBILE**

**EMULATE**  
**AIR TIME**  
**LEASED CIRCUIT**  
**MAINTENANCE**  
**MICROSOFT**  
**NIBBLE**  
**PREMISE**  
**OVERLAY**  
**FONT**  
**PROPRIETARY**  
**RANDOM**